



April 28, 2011

Freedom from Religion Foundation
P.O. Box 750
Madison, WI 53701

Dear Mrs. Markert,

I regret learning of the inconvenience our current resident experienced.

I want to personally apologize on behalf of the Postal Service. As customers, the residents have many choices and we must provide the level of professional service you expect and deserve. We regret this experience, which does not reflect our high standards of service.

We do not condone and are not impartial to any flyers being placed in the lobby of our post offices. The policy in the POM is clearly written and enforced. Daily checks are done in the lobby area restocking supplies, checking for general cleanliness and other issues requiring attention. These particular flyers could have been left after such check was completed. However, they were noticed later that afternoon and disposed of.

Should you ever experience a similar situation in the future, we encourage you to ask for the Postmaster call (410) 741-1378 or visit our Web site at www.usps.com to describe the concern. Personal consultation ensures direct attention and our operators and web site personnel are in the best position to address incidents of this nature.

We hope you will give us another opportunity to serve you in the future. Your business is very important to us.

Again, please accept our sincere apology for any inconvenience this matter may have caused our resident.

A handwritten signature in blue ink that reads "Derma Maldon".

Derma Maldon
Postmaster-a
Lothian, MD 20711-9998
(410) 741-1378 ofc
(410) 741-0039 fax